

2003 Retired Federal Benefits Telephone Directory

OPM's Retirement Information Office

When you have retirement questions or concerns, call OPM's Retirement Information Office toll-free at 1-888-767-6738. If you are calling within the local Washington, DC, area, dial 202-606-0500. Customer Service Specialists can assist you with many of the questions you may have, including address and health benefits changes. With the exception of Federal holidays and weekends, the office is open Monday through Friday from 7:30 a.m. to 5:30 p.m. eastern time. Annuitants who use TDD equipment should call 1-800-878-5707 or if calling within the local Washington, DC, area 202-606-0551.

Callers are first greeted by an automatic answering system that guides them through a menu of most-popular topics. This system allows you to record common service requests - such as asking for forms or reporting a death - even after business hours. If you call during business hours, you can ask to speak to a Customer Service Specialist.

If you call on a rotary telephone, you will not have access to the automated features. However, you can speak to a Customer Service Specialist during business hours. Be sure to have your retirement claim number and personnel identification number on hand when calling either the automated system or a specialist. If you wish to speak with a Customer Service Specialist, you may find it easier to reach them first thing in the morning.

The automated telephone system was designed to be easy to use. You will be guided through each process and will always be able to return to the previous menu. It will enable you to perform many transactions without the need to speak to a Customer Service Specialist.

Retirement Automated Phone System

The Retirement Information Office's automated phone system is available 24 hours-a-day, seven days a week. Using the automated system allows you to:

- Start, change, or stop federal and state income tax withholdings
- Buy, change, or stop savings bonds
- Request a duplicate tax-filing statement (1099R)
- Change your Personal Identification Number (PIN) for accessing the automated systems
- Establish, change, or stop an allotment to an organization;
- Change your mailing address
- Start direct deposit of your payment or change the account or financial institution to which your payment is sent
- Establish, change, or stop a checking or savings allotment
- View a statement describing your annuity payment
- Make Federal tax elections
- Make State tax elections
- Request verification of your income
- Request the value of your life insurance
- Request verification of the Civil Service Retirement survivor benefits you are providing
- Request retirement forms and brochures.

You must have a Personal Identification Number (PIN) to use the Automated Telephone System.

How do I obtain my PIN?

If you do not have a Personal Identification Number (PIN), call the OPM Retirement Information Office. A Customer Service Specialist will ask you identifying information and then will mail your Personal Identification Number (PIN) to you. The PIN is mailed to you to help maintain the security of your records.

If you are hearing impaired?

The automated system is capable of assisting TDD callers. Call toll-free at 1-800-878-5707. In the Washington, DC area, you can reach them at 202-606-0551.

How will I know when a requested action is effective?

When you make a change to your account using the automated system, it will verify the information before you complete the call. The system will also tell you when the requested change will take effect.

Website and Email Contacts

OPM also provides retirement brochures, forms, and other information on the Internet at <http://www.opm.gov/retire> and responds to emails sent to retire@opm.gov.

Written Requests

If you write to OPM, please be sure to state your questions clearly and give your full name, retirement claim number (CSA number), and your Social Security number.

OPM's mailing address for general correspondence is:

U.S. Office of Personnel Management
Retirement Operations Center
P.O. Box 45
Boyers, PA 16017-0045.

FREE Handbooks & Guides for
Retired Federal Employees at:

feddesk.com

Missing Checks

If you do not receive your payment on the first business day of the month, please call your financial institution first for information. If they cannot help, call OPM during regular business hours 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707. Or write to:

U.S. Office of Personnel Management
Attn: Check Loss
P.O. Box 7815
Washington, DC 20044-7815.

Be sure to tell OPM your full name, retirement claim number (CSA number), and the date you expected to receive the payment.

Change of Address

Because OPM sends information to you at the mailing address you provide, you should tell them quickly about changes in your mailing address or where your payment should go. To do this, call 1-888-767-6738, or 202-606-0500 if you're within the local Washington, DC, area or write to:

U.S. Office of Personnel Management
Change-of-Address Section
P.O. Box 440
Boyers, PA 16017-0440

Please provide your full name, your retirement claim number (CSA number), Social Security number, and your new address when calling or writing. If you change your financial institution, please ensure you have the institution's correct name and routing number and the correct account number. Address changes processed before the middle of the month typically mean that the next payment is sent to the new financial institution.

Changes To Health Benefits

Many changes to your health benefits enrollment can be made by telephone. When calling you must have your claim identification number and Social Security Number, as well as the enrollment number and name for your new plan. You should contact OPM within the period beginning 31 days before up to 60 days after the date of the event. If you need assistance with your health benefits enrollment, call 1-888-767-6738 or 202-606-0500 in the Washington, D.C. area, to change your enrollment or if you need to speak with a Customer Service Specialist.

Changes To Life Insurance Premiums

You can reduce your premiums by reducing your coverage. However, if you reduce coverage, you cannot increase it again at a later date. To change your coverage, call 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707. Or write to:

U.S. Office of Personnel Management
Retirement Operations Center
Post Office Box 45
Boyers, Pennsylvania 16017

Returning to Work in the Federal Government

You have the same rights as anyone else seeking a Federal job. If you are reemployed by the Federal government, you and your agency must notify OPM in writing. Call 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area for more details.

Survivor Elections at Retirement and Afterwards

Under certain conditions, you can name a new survivor or change the election you made at retirement if you file a new election no later than 30 days after the date of your first regular monthly payment. Be sure to include your retirement claim number (CSA number) in your request. Call 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707. Or write to:

U.S. Office of Personnel Management
Retirement Operations Center
P.O. Box 45
Boyers, PA 16017-0045

Actions Needed When You Die

In the event of your death, your survivors should notify OPM immediately by calling toll-free OPM automatic answering system at 1-888-767-6738. Within the local Washington, DC, area, dial 202-606-0500. The system guides callers through a menu that allows them to report a death without having to speak to a Customer Service Specialist. Between 7:30 a.m. and 5:30 p.m., Monday through Friday, callers may stay on the line and speak to a Specialist. The person who reports the death should be prepared to give OPM your full name, retirement claim number (CSA number), and date of death. OPM requests that the caller leave his name, address, and telephone number so that they can call back if they have any questions. To report a death in writing, your survivors should address correspondence to the:

U.S. Office of Personnel Management
Retirement Operations Center
P.O. Box 45
Boyers, PA 16017-0045.

The letter should include your full name, retirement claim number (CSA number), date of death, and a death certificate, if possible. The letter also should include the writer's name, address, and telephone number. To avoid any violation of law, all checks you did not cash before you died must be returned to the U.S. Treasury Department. A statement reporting the date of your death should be included or written across the returned checks. If your annuity payments are being deposited directly into a financial institution, your survivors should immediately notify the institution of your death. It is a violation of law for anyone to withdraw any payments that were deposited after you died.

Signing Up for Direct Deposit

To sign up for direct deposit, or to change the account or bank where your payment is sent, you will need your claim number and Personal Identification Number (PIN). You will be asked whether your account is a savings or checking account and to provide your account number and the routing number for your financial institution (found next to your account number on the bottom of your check). You should contact your financial institution for assistance in getting the routing number if you are not sure. When you make a change, OPM will send you a confirmation of the change. Call OPM at 1-888-767-6738. In the Washington, D.C. area, you can reach OPM at 202-606-0500.

How to Change Your Voluntary Withholdings

To start, change, or stop your Federal or State income tax withholdings, buy savings bonds, obtain duplicate tax statements, set up an allotment to an organization, or change your Personal Identification Number (PIN) call the toll-free number 1-888-767-6738 or 202-606-0500 in the Washington,

D.C. area, for these and many of your voluntary withholdings. You'll need your claim identification number, Personal Identification Number (PIN), and Social Security Number. If you do not have a PIN, call OPM. You need a touchtone telephone to call the automated telephone service. If you do not have a touchtone telephone, you can speak to a Customer Service Specialist.

Social Security Questions

The Social Security law's "windfall elimination provision" may affect the amount the Social Security Administration (SSA) can pay you. This provision affects people who spent part of their careers working for a Government agency (wherein Social Security taxes were not withheld) and part working at private-sector jobs wherein they paid Social Security taxes long enough to qualify for SSA payments. Please contact your local Social Security office or call 1-800-722-1213 for specific information about how this provision affects you.

Medicare Questions

Retired federal employees are covered by FEHB and Medicare. Both systems usually work together well, but it they can occasionally become confusing. If you have questions about either, or how they work together, call 1-888-767-6738 or (202) 606-0500 in the Washington, DC metro area. TDD 1-800-878-5707.

Federal Income Tax and Your Annuity

Your annuity payments are subject to Internal Revenue Service (IRS) rules. Generally, unless you specify a monthly withholding amount, OPM withholds Federal income tax as if you are married and claiming three allowances. You can change your Federal tax withholding at any time by using a touch-tone phone to call the toll-free number at 1-888-767-6738. If you are calling within the local Washington, DC, area, dial 202-606-0500. Or write to:

U.S. Office of Personnel Management
Retirement Operations Center
P.O. Box 45
Boyers, PA 16017-0045.

State Income Tax and Your Annuity

You must specify the dollar amount of State tax you want withheld from your monthly payments. The withholding must be in whole dollars. The minimum amount we can withhold for State income tax is \$5. Use Services Online to change the state tax withheld from your annuity payment. If you do not know the monthly amount you want withheld, contact your State tax office for information or assistance. To start, stop, or change the amount of state income tax that is withheld from your payments, call OPM at 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

Thrift Savings Plan

The TSP Service Office is the primary contact for participants who have left Federal service. It also handles loans, interfund transfers, designations of beneficiaries, and withdrawals for all participants. Call (504) 255-6000 Monday through Friday, 7:00 a.m. through 4:30 p.m. Central Time. TDD: (504) 255-5113. Or write to:

TSP Service Office
National Finance Center
P.O. Box 61500
New Orleans, LA 70161-1500

TRICARE Service Centers

Region 1 1-888-999-5195
Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, Delaware, Maryland, New Jersey, New York, Pennsylvania, the District of Columbia, Northern Virginia and the northeast corner of West Virginia.

Region 2 1-800-931-9501
North Carolina and most of Virginia.

Region 3 1-800-444-5445
South Carolina, Georgia and Florida excluding panhandle.

Region 4 1-800-444-5445
Florida panhandle, Alabama, Mississippi, Tennessee and the eastern third of Louisiana.

Region 5 1-800-941-4501
Michigan, Wisconsin, Illinois, Indiana, Ohio, Kentucky, and W. Virginia excluding the NE corner.

Region 6 1-800-406-2832
Oklahoma, Arkansas, western two thirds of Louisiana, and Texas (excluding southwest corner).

Region 7 & 8 (Central) 1-888-874-9378
New Mexico, Arizona (excluding Yuma), Nevada and southwest corner of Texas (including El Paso), Colorado, Utah, Wyoming, Montana, Idaho (excluding northern Idaho), North Dakota, South Dakota, Nebraska, Kansas, Minnesota, Iowa and Missouri.

Region 9 1-800-242-6788
Southern California and Yuma, Arizona.

Region 10 1-800-242-6788
Northern California.

Region 11 1-800-404-0110
Washington, Oregon, and northern Idaho.

Pacific 1-888-777-8343
Hawaii and Alaska.

Latin America 1-888-777-8343
Panama, Central America and South America.

Europe 1-888-777-8343
Europe, Africa, Middle East, the Azores and Iceland.

This Free Retired Federal Benefits Directory
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Alexandria, VA 22307-0288.

Looking for more FREE information for Retired Federal Employees?

There are over 200 free handbooks and guides for active
– and retired federal employees on our website:

feddesk.com

Don't have internet access? Ask a family
member or friend to take a look for you!

Quick Reference OPM Telephone Numbers

Changes to Mailing and Payment Address

1-888-767-6738 or (202) 606-0500 in the Washington, DC metro area. TDD 1-800-878-5707. Annuitant must make the call or sign the written request.

U.S. Office of Personnel Management (ROC)
Change of Address Section
P.O. Box 45
Boyers, PA 16017-0440

Missing Annuity, Lump Sum, or Refund Payment

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
P.O. Box 7815
Washington, DC 20044-7815

Annuitant Payments Sent By Direct Deposit to a Bank

1-888-767-6738 or have your bank complete a form SF1199A and send it to OPM.

U.S. Office of Personnel Management (ROC)
P.O. Box 45
Boyers, PA 16017-0440

Questions About Federal and State Income Taxes

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
Tax Branch
P.O. Box 989
Washington, DC 20044-0989

Change Amount of Income Tax Withheld

Call Annuitant Express at 1-800-409-6528. Use a touchtone telephone and be ready to give your PIN number. If you don't have a touchtone phone, call 1-888-767-6738 or 202-606-0500 in Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
P.O. Box 45
Boyers, PA 16017-0440

Garnishment or Apportionment of Annuities, Bankruptcies, Alimony, or Child Support

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
Court Order Benefits Branch
P.O. Box 17
Washington, DC 20044-0017

Collection of Overpayments from Former Annuitants and Other Individuals Who Do Not Receive Monthly Benefits

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
Receivables Management Branch
Room 3H30, Washington, DC 20415

Reporting a Death of an Annuitant or Survivor Annuitant

1-888-767-6738 or call (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5705.

U.S. Office of Personnel Management (ROC)
P.O. Box 45
Boyers, PA 16017-0440

Open Season Questions

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
Health Benefits Branch
P.O. Box 809
Washington, DC 20044-0809

Questions Involving Health Insurance for Annuitants

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
Health Benefits Branch
P.O. Box 14172
Washington, DC 20044-4172

To send payments for deposits and overpayments

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
P.O. Box 7125
Washington, DC 20044

Changes in Social Security Benefits for FERS Disability and Survivor Benefits. 1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management
P.O. Box 200
Boyers, PA 16017-0200

To Report Changes in Workers' Compensation Benefits

1-888-767-6738 or (202) 606-0500 in the Washington DC metro area. TDD 1-800-878-5707.

U.S. Office of Personnel Management (ROC)
P.O. Box 45
Boyers, PA 16017-0440

Long-Term Care Coverage for Civilian Retired Annuitants

Automatic Group Sponsored Discount!

In addition, you may be eligible for preferred health and spousal discounts! Benefit choices include inflation protection and home health care options!

1-800-243-5569

Call toll-free for more information today!